



GSA PBS Managing Customer Requirements Fact Sheet



GSA PBS Managing Customer Requirements: Strategic Collaboration and Requirements Development Project Lifecycle

Background

GSA PBS' focus has shifted to increased upfront collaboration and partnership with our customers to develop and execute plans to reduce cost and size of the Federal real estate footprint. To support this early upfront planning, GSA PBS is improving our strategic project planning processes. This involves standardizing the terminology that's used for requirements development, defining expected deliverables within the PBS project lifecycle planning phases, and improving strategic collaboration between GSA and federal agencies on real estate projects.

Outcome

As a result, PBS is introducing the Client Project Agreement (CPA) designed to foster strategic collaboration between GSA and the customer, with the goal of developing space projects that supports the customer's successful mission fulfillment and also helps the customer to reduce costs and optimize the federal footprint.

Effective January 1, 2017, all federally owned and leased space projects will be subject to the "GSA PBS Standardizing Space Requirements Planning and Management" organizational policy, which requires all PBS projects to meet requirements development milestones according to the PBS project lifecycle phases shown on this document.

PBS Project Lifecycle



PBS Project Lifecycle Requirements Development Deliverables

Identification - Strategic Requirements:

- Total Proposed usable square footage
- Total Headcount
- Agency UR Standard
- Location (either federal building or delineated area for lease action)
- Use of Space (lab, warehouse, etc.)
- Parking Count (needed or not needed)
- Total Current Usable SF
- Signed CPA
- Draft OA with signature and alignment to CPA*



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Example Client Project Agreement (CPA)

Space Type Information			
Requirements: Explain the mission and operational need for the space and identify any unique requirements <small>Note items such as 1) adjacency requirements 2) floor level requirement - ex: must be 2nd floor or higher, or must be ground floor 3) Set back requirements 4) Antenna 5) Sallyports 6) CarPorts 7) Warehouses 8) Exterior Covered Storage 9) Any requirements for large vehicles - ex: buses or trailers with ability to pull into the parking lot and exit by driving through to another side (2 entrances/gates in the parking area) 10) Turning radius requirements 11) Site required fencing</small>			
Square Footage			
Primary Office TTO/Office Support	USF	RSF	
Special Space			
Space Type <input type="text"/>			
Warehouse (occupied or unoccupied)			
Other (antennae, wareyard)			
Total USF	0	Total RSF	0
Parking Information			
GOV Parking			
Surface <input type="text"/>	Unsecured <input type="text"/>	Reserved <input type="text"/>	
Structured <input type="text"/>	Secured <input type="text"/>		
Visitor/Employee Parking			
Surface <input type="text"/>	Unsecured <input type="text"/>	Employee <input type="text"/>	
Structured <input type="text"/>	Secured <input type="text"/>	Waiver <input type="text"/>	
Utilization Rate			
<small>Planning Manager Please use the space below to select the space utilization rate approach being utilized by the client to determine the space utilization rate of a specific project. If the client is unsure of the standard, have them refer to their current Reduce the Footprint (RTF) Space Plan their agency provided to OMB. If the agency does not have a standard, they must work towards the 130 all in UR.</small>			
<input type="checkbox"/> "Total Office" Utilization Rate is the default methodology used to calculate the utilization rate, if an Agency does not have a RTF Plan. This UR rate is calculated by TTD (Total USF-Special Spaces USF) x .78 / Total Headcount Assigned to Affected Space.			
UR Rate <input type="text"/>			
<input type="checkbox"/> "All in" Utilization Rate is Calculated by Total USF/Total Headcount Assigned to Affected Space.			
Term			
Term Length (firm/soft term, options/renewals) <input type="text"/>			
Location Discussion			
Delineated Area Confirmation <input type="text"/>			
Map attached to this agreement <input type="text"/>			
Mission driven justification attached to this agreement <input type="text"/>			
Initial Schedule Parameter/Risks (add attachments as applicable)			
Schedule Parameters / Constraints <input type="text"/>			
Risks / Opportunities (high-level summary) <input type="text"/>			
Other Considerations			
GSA Procured Furniture (if applicable)	<input type="text"/>	Estimated Timeframe (MM/YY)	<input type="text"/>
GSA Procured Move Support Needed	<input type="text"/>	GSA Disposal Services Needed	<input type="text"/>
Estimated Costs (if applicable)	<input type="text"/>		
RWA (A2-is, TI buy-down, Above TI Allowance)	<input type="text"/>		

PBS Project Lifecycle
Requirements Development
Deliverables (continued)

Initiation - Functional Requirements:

- Refined Total Proposed Usable Square Footage
- Refined Total Headcount
- Delineated Area
- Project Charter
- Initial Risk Determination
- Rough Order of Magnitude
- High Level Project Schedule
- Data Room Matrix
- Roles and Responsibility Matrix
- Updated Initial OA (if needed)

Planning - Technical Requirements:

- Program of Requirements
- Project Management Plan
- Refined IGE
- Move Costs
- Furniture Cost and Schedule
- Detailed Project Schedule
- Agency Specific Requirements
- Updated Signed OA
- Roles and Responsibility Matrix
- Projects under 150k: Final Scope of Work (SOW), Schedule, IGE/SCE
- Projects Over 150k: PMP, IGE/SCE for Design A/E
- Draft Acquisition Plan
- Draft Advertisement